

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. **Date of Submission:** 2010-03-19 19:53:47
2. **Agency:** 025
3. **Bureau:** 00
4. **Name of this Investment:** HSG - 1768050 - 410352 - FHA Financial Operations Modernization - FHAFO
5. **Unique Project (Investment) Identifier:** 025-00-01-01-01-1010-00
6. **What kind of investment will this be in FY 2011?:** Operations and Maintenance
 - Planning
 - Full Acquisition
 - Operations and Maintenance
 - Mixed Life Cycle
 - Multi-Agency Collaboration
7. **What was the first budget year this investment was submitted to OMB? ***
8. **Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

The Federal Housing Administration Financial Operations (FHAFO) initiative provides FHA with integrated funds control, accounting, and financial operations that execute FHA's mission to expand affordable housing and homeownership opportunities, support development of affordable rental housing and health care facilities, strengthen program controls and improve program management. The FHAFO's 15 applications bill and collect premiums, pay claims to lenders, control funds, and produce audited financial statements for all FHA mortgage insurance programs. This investment maintains FHA's compliance with the statutes and regulations that govern FHA financial operations. The investment is essential for clean audit opinions on FHA's financial statements and improves the operation of FHA's financial systems to manage risk and control costs. Beginning in FY 2010 the Department expects a major shift in strategy for IT Transformation investment. Under the FY 2010 Transformation appropriation request, new IT development for the Office of Housing/FHA will be funded by HUD's Transformation program. A new business case is being submitted for Office of Housing/FHA Transformation investments. Steady state operation and maintenance for legacy systems will continue to be reported under their existing WCF business cases. As Transformation projects are completed, some legacy systems will be retired and operating costs for the new IT investments will be added to existing WCF business cases. Accordingly, this investment's main objective is to support steady state operation and maintenance of FHAFO's system. It will also address these high-priority areas in FY 2010 and FY 2011: 1. Support HUD's Strategic Objectives of better risk management, fraud detection, and underwriting in Housing's insurance operations. 2. FMLOB: This investment supports OMB's and HUD's Financial Management Line of Business initiative to consolidate HUD's core financial systems. In addition to these high priority requirements, this investment includes funding to eliminate security deficiencies.

 - a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**
9. **Did the Agency's Executive/Investment Committee approve this request? ***
 - a. **If "yes," what was the date of this approval? ***

10. Contact information of Program/Project Manager?

- **Name:** *
- **Phone Number:** *
- **Email:** *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMI compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMI compliance area;
- Not a core financial system; does not need to comply with FFMI

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table 1: Contracts/Task Orders Table

Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
HUDCCOPC23313	FFP	Y	2008-07-01	2008-07-01	2013-06-30	\$2.0	*	*	*	*	*
HUDCCOPC23301	FFP	Y	2008-06-09	2008-06-09	2010-04-20	\$3.0	*	*	*	*	*
HUDCCOPC23529	FFP	Y	2009-09-30	2009-09-30	2010-09-29	\$3.5	*	*	*	*	*
HUDCCOPC23313	FFP	Y	2009-07-01	2009-07-01	2010-06-30	\$0.3	*	*	*	*	*
HUDCCOPC23390	FFP	Y	2008-10-02	2008-10-02	2010-05-13	\$4.4	*	*	*	*	*
HUDCCOPC23368	FFP	Y	2009-03-10	2009-03-10	2010-09-02	\$0.2	*	*	*	*	*
HUDCCOPC23549	FFP	Y	2009-12-01	2009-12-01	2010-05-26	\$3.5	*	*	*	*	*
HUDCCOPC22797	FFP	Y	2007-12-01	2007-12-01	2010-09-30	\$3.2	*	*	*	*	*
HUDCCOPC23301	FFP	Y	2008-10-21	2008-10-21	2010-04-20	\$4.3	*	*	*	*	*
HUDCCOPC23313	FFP	Y	2007-12-31	2007-12-31	2012-12-31	\$3.0	*	*	*	*	*
HUDCCOPC23368	FFP	Y	2009-04-28	2009-04-28	2010-04-27	\$0.1	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a. If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Percentage of time system is available	99%	99%	99%
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80R - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	95%
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71/F71A - Improve monthly outputs to accountants by posting all Generic debt transactions by fund and cohort year	50% of Generic Debt transactions posted by fund and cohort year	65% of Generic Debt transactions posted by fund and cohort year.	99% of Generic Debt transactions posted by fund and cohort year at end of FY2009.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	PO13 - Number of months the 224 report is produced within three business days	Ten months out of the year the 224 report is produced within 3 business days.	Reduce the time to produce the 224 report for Treasury to within 3 business days, 12 months of the year.	Goal met for reporting period - Produced the 224 in 12 out of 12 months within 3 business days in FY 2009.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of time system is available	99%	99%	99%
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Number of days to process loan corrections	Seven days	Loan corrections processed within five business days.	Loan corrections processed within four business days.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71/F71A - Refer debts to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996	Refer at least 98% of eligible debt to Treasury in FY2008	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	Referred 100% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program in FY2009.
2009	Goal E:	*	*	A80Q -	0%	25%	0% - no

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Embrace High Standards of Ethics, Management and Accountability			Percentage of homeowner/general public inquiries responded to by email and/or fax.			development funds to initiate this project.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of refunds/distributive shares paid via the streamline refund process	60%	75%	78%
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Percentage of potential users active	91%	96%	99%
2009	Goal A: Increase Homeownership Opportunities	*	*	A80B - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	95%
2009	Goal A: Increase Homeownership Opportunities	*	*	F72 - Increase in volume of manufactured home loans insured in current fiscal year	Manufactured home loans insured in FY2008: 1,494 loans/\$57 million	5% increase over FY2008 volume	Loan volume in FY2009 increased by 54% (number of loans) and 72% (total amount insured) over total FY2008 volume: 2,275 loans totaling \$97.91 million were insured in FY2009.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of potential users active	90%	95%	99%
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - Due to a policy change, announced 12/24/08 in M/L 2008.43, new edits are necessary to account for the required percentage of gross sales	100% paid without verification	0% paid without verification	New PFS claim processing edits are in the planning stages.

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				proceeds based on the number of days the property has been on the market; 88%(30 Days), 86%(31-60), 84%(61			
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	PO13 - Number of days needed to close the yearly financial statements	Yearly financial statements are closed within 45 days.	Close out yearly financial statements in 40 days.	Goal not met - Closed FY 2009 F/S in 44 days.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	U26A - No more than two emergency releases due to incorrect scheduled release (No more than a few minor corrections are required to documentation submitted).	No more than two emergency releases to correct a scheduled release.	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	Performance measures were met (no emergency releases required) during October 1, 2008 to September 30, 2009.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80B - Process 95% of the single family mortgage insurance current month billing adjustment requested by mortgages no later that one billing cycle after receipt of the request.	95%	95%	95%
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of time system is available	99%	99%	
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80Q - Percentage of potential users active	50%	75%	75%
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80R - Completes 95% of the Automated Clearing House sign-up and training request for Single-family	95%	95%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				mortgage insurance premium within 7 days of receipt.			
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80R - Reconcile 95% or higher of the Lender's financial Portfolio.	95%	95%	95%
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	U26A - Routine maintenance releases are provided per project schedule.	100% of maintenance releases are provided during the scheduled timeframe.	100% of maintenance releases are provided during the scheduled timeframe.	100% of maintenance releases were provided during the scheduled timeframe.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - Accuracy of HECM claims input data	90% accurate on first input	99% accurate via client side editing	A HECM-BSP contract was awarded 9/30/09 and planning/development (to include an electronic claim submission feature) began in October 2009.
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of refunds/distributive shares paid via the streamline refund process	75%	75%	
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F72 - Automated validation of borrower Social Security Numbers (SSN) on Manufactured Home (MH) loans	No automated validation of borrower Social Security Numbers (SSN) on Manufactured Home (MH) loans	Automated SSN validation on 20% of new MH loans in FY2009	SSN validation was performed on 100% of MH loans processed under the new loan program.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - % of HECM claims received in paper form via standard mail	100% of HECM claims received in paper form via standard mail	2% HECM claims received in paper form	A HECM-BSP contract was awarded 9/30/09 and planning/development (to include an electronic claim submission feature) began in October 2009.
2009	Goal E: Embrace High Standards of Ethics,	*	*	PO13 - Number of months with no processing problems	Currently four months out of the year do not have processing	Increase to six, the number of months in which processing	Goal Met. Currently seven months out of the year do not

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Management and Accountability				problems with either incoming or outbound interfaces used for posting month end transactions.	problems do not delay incoming and outbound interfaces used for posting month end transactions.	have processing problems with either incoming or outbound interfaces used for posting month end transactions.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80Q - Percentage of time system is available	90%	99%	99%
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Number of days to process loan corrections	Loan corrections processed within five days	Loan corrections processed within five days	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	PO13 - Number of months the 224 report is produced within three business days.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80B - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Percentage of time system is available	99%	99%	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71/F71A - Improve monthly outputs to accountants by posting all Generic debt transactions by fund and cohort year	65% of Generic Debt transactions posted by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	
2010	Goal E: Embrace High Standards of Ethics, Management	*	*	PO13 - Number of days needed to close the yearly financial statements.	Close out yearly financial statements in 40 days.	Close out yearly financial statements in 40 days.	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	and Accountability						
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80R - Reconcile 95% or higher of the Lender's financial Portfolio.	95%	95%	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F72 - Automated validation of borrower Social Security Numbers (SSN) on Manufactured Home (MH) loans	Automated SSN validation on 20% of new MH loans in FY2009	Automated SSN validation on 100% of new MH loans in FY2010	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80Q - Percentage of potential users active	75%	75%	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - % of Pre-Foreclosure Sales Claims paid without verification of marginal ratio of Net Sales Proceeds to Total Indebtedness.	100% paid without verification	0% paid without verification	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - Accuracy of HECM claims input data	90% accurate on first input	99% accurate via client side editing	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80Q - Percentage of time system is available	99%	99%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Percentage of time system is available	99%	99%	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71/F71A - Refer debts to Department of Treasury in Compliance with the Debt Collection	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				Improvement Act of 1996	Servicing Program	Servicing Program	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80B - Process 95% of the single family mortgage insurance current month billing adjustment requested by mortgages no later than one billing cycle after receipt of the request.	95%	95%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71 - Use new file format to improve debt recall and return processing to eliminate return of eligible debtors from Cross Servicing.	In FY2009, 30% of recalled/returned debts included debtors still eligible for collection.	Reduce eligible debtors included in recalled/returned debts to 10%.	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	U26A - Routine maintenance releases are provided per project schedule.	100% of maintenance releases are provided during the scheduled timeframe.	100% of maintenance releases are provided during the scheduled timeframe.	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71/F71A - Improve monthly outputs to accountants by posting all Generic debt transactions by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	U26A - No more than one emergency release due to incorrect scheduled release (No more than a few minor corrections are required to documentation submitted).	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of refunds/distributive shares paid via the streamline refund process	75%	75%	
2010	Goal A: Increase Homeownership	*	*	F72 - Increase in volume of manufactured	Manufactured home loans insured in	10% increase over FY2008 volume	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Opportunities			home loans insured in current fiscal year	FY2008: 1,494/\$57 million		
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71 - Refer delinquent debtors to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996.	Referred 89% of eligible debtors in FY2009	At least 98% of eligible debtors are referred to the Treasury Offset Program and Treasury Cross Servicing Program.	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	PO13 - Number of months the 224 report is produced within three business days.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80D - Percentage of time system is available	99%	99%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80R - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43 - Number of days to process loan corrections	Loan corrections processed within five days	Loan corrections processed within five days	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	PO13 - Number of days needed to close the yearly financial statements.	Close out yearly financial statements in 40 days.	Close out yearly financial statements in 40 days.	
2011	Goal A: Increase Homeownership Opportunities	*	*	F72 - Increase in volume of manufactured home loans insured in current fiscal year	Manufactured home loans insured in FY2008: 1,494/\$57 million	20% increase over FY2008 volume	
2011	Goal E:	*	*	A80B -	95%	95%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Embrace High Standards of Ethics, Management and Accountability			Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.			
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71/F71A - Refer debts to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71 - Use new file format to improve reduce delays in referring eligible delinquent debtors to Treasury Cross Servicing by employing join and several eligibility criteria.	In FY2009, 35% of eligible delinquent debtors were not referred to Cross Servicing within 180 days	Decrease rate of eligible delinquent debtors not referred to Cross Servicing to 10%.	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	U26A - Routine maintenance releases are provided per project schedule.	100% of maintenance releases are provided during the scheduled timeframe.	100% of maintenance releases are provided during the scheduled timeframe.	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80Q - Percentage of potential users active	75%	75%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F71 - Improve weekly and monthly data exchanges with the Department of the Treasury's FedDebt system by converting to a more efficient file format.	0% of file data is transmitted in the efficient file format	Employ the enhanced file formats in 100% of data transactions with FedDebt.	
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and	*	*	A43 - Percentage of time system is available	99%	99%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
Protect Consumers							
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80B - Process 95% of the single family mortgage insurance current month billing adjustment requested by mortgages no later than one billing cycle after receipt of the request.	95%	95%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A80R - Reconcile 95% or higher of the Lender's financial Portfolio.	95%	95%	
2014	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A43 - Percentage of time system is available	99%	99%	
2012	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A80B - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - % of Pre-Foreclosure Sales Claims paid without verification of marginal ratio of Net Sales Proceeds to Total Indebtedness.	100% paid without verification	0% paid without verification	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	A43C - Accuracy of HECM claims input data	90% accurate on first input	99% accurate via client side editing	
2013	Goal #1: Strengthen the Nation's	*	*	A80D - Percentage of time system is	99%	99%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Housing Market to Bolster the Economy and Protect Consumers			available			
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A80R - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	F72 - Automated validation of borrower Social Security Numbers (SSN) on Manufactured Home (MH) loans	Automated SSN validation on 100% of new MH loans in FY2010	Automated SSN validation on 100% of new MH loans in FY2011	
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	U26A - No more than one emergency releases due to incorrect scheduled release (No more than a few minor corrections are required to documentation submitted).	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Use new file format to improve debt recall and return processing to eliminate return of eligible debtors from Cross Servicing.	In FY2009, 30% of recalled/returned debts included debtors still eligible for collection.	Reduce eligible debtors included in recalled/returned debts to 10%.	
2014	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Use new file format to improve debt recall and return processing to eliminate return of eligible debtors from Cross Servicing.	In FY2009, 30% of recalled/returned debts included debtors still eligible for collection.	Reduce eligible debtors included in recalled/returned debts to 10%.	
2011	Goal E: Embrace High Standards of Ethics, Management and	*	*	A80Q - Percentage of time system is available	99%	99%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Accountability						
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43 - Percentage of time system is available	99%	99%	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43 - Number of days to process loan corrections	Loan corrections processed within five days	Loan corrections processed within five days	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80R - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80B - Completes 95% of the Automated Clearing House sign-up and training request for Single-family mortgage insurance premium within 7 days of receipt.	95%	95%	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	PO13 - Number of months the 224 report is produced within three business days.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	PO13 - Number of months the 224 report is produced within three business days.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the	*	*	A80D - Percentage of time system is available	99%	99%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
Economy and Protect Consumers							
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Use new file format to improve debt recall and return processing to eliminate return of eligible debtors from Cross Servicing.	In FY2009, 30% of recalled/returned debts included debtors still eligible for collection.	Reduce eligible debtors included in recalled/returned debts to 10%.	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Refer delinquent debtors to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996.	Referred 89% of eligible debtors in FY2009	At least 98% of eligible debtors are referred to the Treasury Offset Program and Treasury Cross Servicing Program.	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71/F71A - Refer debts to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71/F71A - Improve monthly outputs to accountants by posting all Generic debt transactions by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71/F71A - Improve monthly outputs to accountants by posting all Generic debt transactions by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	100% of Generic Debt transactions posted by fund and cohort year	
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	PO13 - Number of days needed to close the yearly financial statements.	Close out yearly financial statements in 40 days.	Close out yearly financial statements in 40 days.	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect	*	*	A43 - Number of days to process loan corrections	Loan corrections processed within five days	Loan corrections processed within five days	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Consumers						
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F71/F71A - Refer debts to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	Continue to refer at least 98% of eligible debt to the Treasury Offset Program and Treasury Cross Servicing Program	
2012	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A80D - Percentage of refunds/distributive shares paid via the streamline refund process	75%	75%	
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A80R - Reconcile 95% or higher of the Lender's financial Portfolio.	95%	95%	
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A80D - Percentage of refunds/distributive shares paid via the streamline refund process	75%	75%	
2014	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	PO13 - Number of months the 224 report is produced within three business days.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	Reduced the time to produce the 224 report for treasury to within 3 business days, 12 months of the year.	
2014	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F72 - Increase in volume of manufactured home loans insured in current fiscal year	Manufactured home loans insured in FY2008: 1,494/\$57 million	45% increase over FY2008 volume	
2012	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Refer delinquent debtors to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996.	Referred 89% of eligible debtors in FY2009	At least 98% of eligible debtors are referred to the Treasury Offset Program and Treasury Cross Servicing Program.	
2013	Goal #1: Strengthen the Nation's Housing Market	*	*	PO13 - Number of days needed to close the yearly financial	Close out yearly financial statements in 40 days.	Close out yearly financial statements in 40 days.	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	to Bolster the Economy and Protect Consumers			statements.			
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C - % of Pre-Foreclosure Sales Claims paid without verification of marginal ratio of Net Sales Proceeds to Total Indebtedness.	100% paid without verification	0% paid without verification	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80B - Process 95% of the single family mortgage insurance current month billing adjustment requested by mortgages no later that one billing cycle after receipt of the request.	95%	95%	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	PO13 - Number of days needed to close the yearly financial statements.	Close out yearly financial statements in 40 days.	Close out yearly financial statements in 40 days.	
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Use new file format to improve reduce delays in referring eligible delinquent debtors to Treasury Cross Servicing by employing join and several eligibility criteria.	In FY2009, 35% of eligible delinquent debtors were not referred to Cross Servicing within 180 days	Decrease rate of eligible delinquent debtors not referred to Cross Servicing to 10%.	
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C - % of Pre-Foreclosure Sales Claims paid without verification of marginal ratio of Net Sales Proceeds to Total Indebtedness.	100% paid without verification	0% paid without verification	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and	*	*	F72 - Increase in volume of manufactured home loans insured in current fiscal	Manufactured home loans insured in FY2008: 1,494/\$57 million	30% increase over FY2008 volume	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Protect Consumers			year			
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80R - Reconcile 95% or higher of the Lender's financial Portfolio.	95%	95%	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80B - Process 95% of the single family mortgage insurance current month billing adjustment requested by mortgages no later that one billing cycle after receipt of the request.	95%	95%	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F72 - Increase in volume of manufactured home loans insured in current fiscal year	Manufactured home loans insured in FY2008: 1,494/\$57 million	40% increase over FY2008 volume	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	U26A - No more than one emergency releases due to incorrect scheduled release (No more than a few minor corrections are required to documentation submitted).	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	U26A - Routine maintenance releases are provided per project schedule.	100% of maintenance releases are provided during the scheduled timeframe.	100% of maintenance releases are provided during the scheduled timeframe.	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	U26A - Routine maintenance releases are provided per project schedule.	100% of maintenance releases are provided during the scheduled timeframe.	100% of maintenance releases are provided during the scheduled timeframe.	
2012	Goal #1: Strengthen the Nation s	*	*	A80Q - Percentage of potential users	75%	75%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Housing Market to Bolster the Economy and Protect Consumers			active			
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C - % of Pre-Foreclosure Sales Claims paid without verification of marginal ratio of Net Sales Proceeds to Total Indebtedness.	100% paid without verification	0% paid without verification	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C - Accuracy of HECM claims input data	90% accurate on first input	99% accurate via client side editing	
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C: Link between A43C and P260 (Voyager) - this interface will allow for automated retrieval of Protection & Preservation allowables, extensions of time, etc.	None of this information is collected in an automated fashion by A43C; requests for/fullfilment of requests for this information is currently a manual process	100% of this interaction will be automated	
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Improve weekly and monthly data exchanges with the Department of the Treasury's FedDebt system by converting to a more efficient file format.	0% of file data is transmitted in the efficient file format	Employ the enhanced file formats in 100% of data transactions with FedDebt.	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C - Accuracy of HECM claims input data	90% accurate on first input	99% accurate via client side editing	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Improve weekly and monthly data exchanges with the Department of the Treasury's FedDebt system by converting to a more efficient	0% of file data is transmitted in the efficient file format	Employ the enhanced file formats in 100% of data transactions with FedDebt.	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
file format.							
2014	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C: Enhancement to existing 33/32 HAMP reports; creation of additional 33/32 HAMP reports, as well as 31HAMP reports once the claim type is implemented	None of the additional/Enhanced 33/32 HAMP reports have been developed (still formulating requirements); none of the 31HAMP reports have been developed (the actual claim needs to be developed, dependant on policy guidelines)	An estimated 4 new reports for the 33/32 HAMP claims and an estimated 10 new reports for a 31HAMP once it is functional	
2012	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Use new file format to improve reduce delays in referring eligible delinquent debtors to Treasury Cross Servicing by employing join and several eligibility criteria.	In FY2009, 35% of eligible delinquent debtors were not referred to Cross Servicing within 180 days	Decrease rate of eligible delinquent debtors not referred to Cross Servicing to 10%.	
2014	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	A43C: Creation of edits for a Claim Type 31HAMP - incentive payments for trial modifications (dependant on institution of policy)	No such claims are currently being submitted/processed	Once policy is instituted, 100% of these claim types will be submitted and processed electronically	
2013	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Use new file format to improve reduce delays in referring eligible delinquent debtors to Treasury Cross Servicing by employing join and several eligibility criteria.	In FY2009, 35% of eligible delinquent debtors were not referred to Cross Servicing within 180 days	Decrease rate of eligible delinquent debtors not referred to Cross Servicing to 10%.	
2012	Goal #1: Strengthen the Nation's Housing Market to Bolster the Economy and Protect Consumers	*	*	F72 - Automated validation of borrower Social Security Numbers (SSN) on Manufactured Home (MH) loans	Automated SSN validation on 100% of new MH loans in FY2011	Automated SSN validation on 100% of new MH loans in FY2012	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	U26A - No more than one emergency releases due to incorrect scheduled release (No more than a few minor corrections are required to documentation submitted).	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	No more than one emergency release to correct a schedule release and no more than a few minor corrections to the documentation submitted.	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80Q - Percentage of time system is available	99%	99%	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Improve weekly and monthly data exchanges with the Department of the Treasury's FedDebt system by converting to a more efficient file format.	0% of file data is transmitted in the efficient file format	Employ the enhanced file formats in 100% of data transactions with FedDebt.	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F72 - Automated validation of borrower Social Security Numbers (SSN) on Manufactured Home (MH) loans	Automated SSN validation on 100% of new MH loans in FY2012	Automated SSN validation on 100% of new MH loans in FY2013	
2013	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80Q - Percentage of potential users active	75%	75%	
2012	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	A80Q - Percentage of time system is available	99%	99%	
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect	*	*	A43C: Link between A43C and the NSC Extension & Variance Automated Request	None of this information is collected in an automated fashion by A43C; requests for/fulfilment of	100% of this interaction will be automated	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Consumers			System (EVARS) - this will allow A43C to automatically ascertain variance and time extension information	requests for this information is currently a manual process		
2014	Goal #1: Strengthen the Nation s Housing Market to Bolster the Economy and Protect Consumers	*	*	F71 - Refer delinquent debtors to Department of Treasury in Compliance with the Debt Collection Improvement Act of 1996.	Referred 89% of eligible debtors in FY2009	At least 98% of eligible debtors are referred to the Treasury Offset Program and Treasury Cross Servicing Program.	

Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY00 and Prior Tasks	\$2.3	\$2.3	1999-10-01	1999-10-01	2000-09-27	2000-09-28	100.00%	100.00%
FY2009 Tasks	\$24.6	\$24.6	2008-10-01	2008-10-01	2010-07-30	2010-07-20	100.00%	100.00%
FY 2011 Operations and Maintenance Tasks	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY01 Tasks: Project Planning/Initiation, Requirements Definition, Software Acquisition	\$3.5	\$3.5	2000-10-02	2000-10-02	2001-09-27	2001-09-28	100.00%	100.00%
FY02 Tasks: Project Planning/Initiation, Requirements Definition, Software Acquisition	\$7.3	\$7.3	2001-10-01	2001-10-01	2002-09-27	2002-09-30	100.00%	100.00%
FY2003 Tasks	\$10.4	\$10.4	2002-10-01	2002-10-01	2003-09-29	2003-09-30	100.00%	100.00%
FY 2004 Tasks	\$9.0	\$9.4	2003-10-01	2003-10-01	2004-09-29	2004-09-30	100.00%	97.00%
FY 2005 Tasks	\$18.6	\$18.3	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	98.00%
FY2006 Tasks	\$19.0	\$18.2	2005-10-03	2005-10-03	2006-09-30	2006-09-29	100.00%	100.00%
FY2007 Tasks	\$15.2	\$13.4	2006-10-01	2006-10-02	2007-09-30	2007-09-28	100.00%	100.00%
FY 2008 Tasks	\$14.1	\$17.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY2010 Operations and Maintenance Tasks	\$11.9	\$10.9	2009-10-01	2009-10-01	2010-09-30		92.00%	92.00%

* - Indicates data is redacted.